

After installing Service Pack 2 on an e-Watch server running Microsoft Windows XP Professional, ViewWatch stations may display the message “Page cannot be displayed” or “Server Did Not Respond”. After installing Service Pack 2 on a ViewWatch station running Microsoft Windows XP Home or Professional, the station may not display video. This document describes how to configure the Windows Firewall installed by Service Pack 2.

After installing Service Pack 2 on an e-Watch server running Microsoft Windows XP Professional, ViewWatch stations may display the message “Page cannot be displayed” or “Server Did Not Respond” even though the e-Watch Service program is running. Service Pack 2 installs the Windows Firewall, which can block incoming network connections to the Internet Information Services program or to the e-Watch Service program.

If ViewWatch stations display the message “Page cannot be displayed”, then the Windows Firewall is blocking HTTP connections to the Internet Information Services program on port 80. Follow these steps to configure the Windows Firewall to allow HTTP connections to the Internet Information Services program on port 80.

1. Click Start, click Control Panel, then click Windows Firewall.
2. Click the Exceptions tab.
3. Click Add Port.
4. Enter Name: **HTTP**.
5. Enter Port: **80**
6. Click the radio button next to TCP.
7. Click the OK button.
8. Click the OK button.

If ViewWatch stations display the message “Server Did Not Respond”, then the Windows Firewall is blocking connections to the e-Watch Service program. Follow these steps to configure the Windows Firewall to allow connections to the e-Watch Service program.

1. Click Start, click Control Panel, then click Windows Firewall.
2. Click the Exceptions tab.
3. Click Add Program.
4. Click Browse.
5. Navigate to the e-Watch service program named ewatchservice.exe. This program is in the e-Watch executables installation folder, typically c:\e-watch\exe.
6. In the Browse dialog box, click ewatchservice.exe to select it then click Open.
7. In the Add a Program dialog box, click ewatchservice.exe to select it then click OK.
8. On the Exceptions tab, make sure that the check box next to ewatchservice.exe is selected
9. Click the OK button.
10. Click the OK button.

If you are using Proxy Mode for camera streams or multiserver video streams, you may have to configure port exceptions for the proxy ports.

After installing Service Pack 2 on a ViewWatch station running Microsoft Windows XP Home or Professional, the station may not display video. Service Pack 2 installs the Windows Firewall, which can block network connections to the e-Watch video filters on port 5002. Follow these steps to configure the Windows Firewall to allow network connections to the e-Watch video filters on port 5002.

1. Click Start, click Control Panel, then click Windows Firewall.
2. Click the Exceptions tab.
3. Click Add Port.
4. Enter Name: **e-Watch Video**.
5. Enter Port: **5002**
6. Click the radio button next to UDP.
7. Click the OK button.
8. Click the OK button.

For more information about configuring the Windows Firewall, see the following Microsoft Support articles.

- Article 842242 - "Some programs seem to stop working after you install Windows XP Service Pack 2"
- Article 875357 - "Troubleshooting Windows Firewall settings in Windows XP Service Pack 2".

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